



Worker's Compensation Claims Specialist Job Code: 1726

Originated: 11/01

Revised: 08/06

HR Ordinance Status: Unclassified

Salary Grade: 2144

EEO Code: 21

FLSA: Exempt

Supervisory: No

[General Workforce](#)

CLASS SUMMARY

Performs responsible administrative functions required by state statute, which involves the self-administration of a Worker's Compensation program.

DISTINGUISHING CHARACTERISTICS

This is a stand-alone job classification and is not supervisory.

ESSENTIAL FUNCTIONS

Performs duties and responsibilities commensurate with assigned functional area within a department(s) which may include, but are not limited to, any combination of the following tasks:

- Contacts injured employees within 24 hours after initial report of injury to generally assist them in the worker's compensation process.
- Assists employees with initial occupational injury medical services and prescription drugs as required.
- Coordinates need for additional medical treatment for cases that may require more than initial basic treatment.
- Coordinates employee referral to medical specialist within contracted PPO network and assigns case manager nurse as required.
- Continues to monitor and coordinate employee treatment plan to assure quality medical services at cost effective rates and charges.
- Monitors PPO's and other vendor services for quality assurance and medical cost rate application and the timely payment of all related bills and wage payments.
- Sets worker's compensation case reserves for future expected costs.
- Assists employees, Human Resources and supervisors in any needed return to work efforts.
- Attends long term disability meetings related to worker's compensation cases.
- Interacts with injured employee, supervisor, doctors, hospitals and family members.
- Problem solves through difficult situations.
- Work with Claims Manager on large and unusual situations and safety personnel in remedial safety efforts.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge, Skills and Abilities

Knowledge of:

Arizona worker's compensation laws and liability statutes and State and Federal regulations pertaining to claims handling.

Microsoft Windows Office products.

Ability to:

Effectively communicate both verbally and in writing with City staff and outside contacts.

Perform confidential and sensitive assignments.

Make mathematical calculations and draw logical conclusions.

Provide thoughtful and thorough analysis.

Listen, communicate and work effectively with a diverse group of people.

Handle multiple cases simultaneously and use good judgment in prioritizing work assignments.

Proficiently perform computerized word processing, comprehension, summarizing and writing/editing.

Attend or conduct various meetings as needed.

Establish and maintain effective working relationships with City staff and the general public.

Education and Experience:

A high school diploma or GED equivalent and any combination of training, education and experience equivalent to three years experience in the technical insurance industry field, medical claims processing and/or as a Worker's Compensation insurance representative.

Licensing and Other Requirements:

A valid Arizona driver's license with no major driving citations in the last 39 months is required for all driving positions.

Other pertinent licenses and/or certifications may be required of some positions depending on department/section assignment.

SUPERVISION RECEIVED AND EXERCISED

- Works under general direction of the Risk Management Director in the Financial Services Department and within standard operating procedures.

WORK ENVIRONMENT/PHYSICAL DEMANDS

The physical demands and work environment characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of this job or that an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Most work is performed in a normal City office environment.

Job Title: Worker's Compensation Claims Specialist

Job Code: 1726

Page 3

- Lift and carry materials weighing up to 20 pounds.
- Operate a variety of standard office equipment including a computer terminal, telephone, 10-key calculator, copy and fax machine requiring continuous and repetitive arm, hand and eye movement.

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.